

REDACTED – FOR PUBLIC INSPECTION

VIA ECFS

June 28, 2016

Ms. Marlene H. Dortch, Secretary
 Federal Communications Commission
 Office of the Secretary
 445 12th Street, S.W.
 Washington, D.C. 20554

RE: **REQUEST FOR CONFIDENTIAL TREATMENT**
WC Docket No. 14-58 - ETC Annual Reports and Certifications

Request that Information Submitted to the Commission be Withheld from Public Inspection Pursuant to 47 C.F.R. §0.459 and 5 U.S.C. §552(b)(4): Five-Year Service Quality Improvement Plan Progress Report included in FCC Form 481

Confidential Information – Subject to Protective Order Before the Federal Communications Commission

Dear Ms. Dortch:

In accordance with the annual reporting requirements of 47 C.F.R. §§54.313 and 54.422, Volcano Telephone Company (the Company), Study Area Code 542343 is submitting a completed FCC Form 481 to the Commission via its Electronic Comment Filing System (ECFS) in WC Docket No. 14-58. *The version of the Company's FCC Form 481 submitted via ECFS is a redacted version of the filing that contains no confidential information.*

The Company, by its authorized representative, hereby requests confidential treatment of two attachments to its FCC Form 481: (1) the five-year service quality improvement plan progress report and (2) the financial annual report, both of which were redacted in the ECFS submission. The request for confidential treatment of the five-year plan progress report is being made pursuant to Section 0.459 of the Commission's rules and Exemption 4 of the Freedom of Information Act (FOIA). The request for confidential treatment of the financial annual report is being made pursuant to the FCC's March 22,



2016 *Protective Order* in WC Docket Nos. 10-90 and 14-58. These attachments contain competitively sensitive data that Volcano maintains as confidential and does not normally make available to the public. Release of this information would have a substantial negative impact on the Company.

Five-Year Service Quality Improvement Plan Progress Report

Pursuant to Section 0.459 of the Commission's rules and Exemption 4 of FOIA, Volcano requests that the text and data extracted from its five-year service quality improvement plan progress report be withheld from public inspection because it contains competitively sensitive commercial and financial information that the Company maintains as confidential. Public availability of this information would have a substantial negative impact on the Company.

In accordance with Section 0.459 of the Commission's rules, the following information is provided in support of this request:

(1) Identification of the specific information for which confidential treatment is sought:

Attachment to Line 112 of FCC Form 481 – Five-Year Service Quality Improvement Plan Progress Report. Specifically, confidential treatment is sought for all information in the five-year plan progress report related to the Company's access line counts, existing broadband capabilities, and current and planned financial investments in its network that will improve service quality, service coverage, and/or service capacity for its customers.

(2) Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission:

The information was submitted in WC Docket No. 14-58 as an attachment to FCC Form 481- the Carrier Annual Reporting Data Collection Form. Section 100 of FCC Form 481 requires incumbent local exchange carriers receiving high cost support to attach a progress report on its five-year service quality improvement plan, pursuant to 47 C.F.R. §54.313(a)(1).

(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged:

The five-year service quality improvement plan progress report contains granular information on the Company's access line counts and/or existing broadband capabilities as well as recent and planned capital investments in its network to improve service quality, service coverage, and/or service capacity. It also contains a



map of the Company's service area detailing progress toward meeting broadband deployment targets at the wire center level. This is closely guarded, privileged information that the Company does not make publicly available.

- (4) Explanation of the degree to which the information concerns a service that is subject to competition:

Broadband is subject to increasing competition in the areas served by rural, rate-of-return incumbent local exchange carriers (RLECs). Virtually all RLECs face competition from one or more wireless Internet service providers. Most RLECs also face competition from at least one other wireline broadband provider, such as a larger cable company, who will typically seek to "cherry pick" the lower cost portions of the study area. In addition, all RLECs face competition throughout their territories from satellite broadband providers.

- (5) Explanation of how disclosure of the information could result in substantial competitive harm:

Disclosure of the information contained in the five-year plan progress report would provide competitors with detailed, granular information regarding the Company's access line count, its existing broadband capabilities, and its recent and planned network investments that improve service quality, coverage, and/or capacity for subscribers. This would give competitors valuable confidential information with which to develop their own strategies for investing in the service area, thereby bringing substantial competitive harm to the Company.

- (6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure:

The Company has continually treated the extracted information in its five-year plan progress report as confidential and carefully controls the information to protect it from competitors. Access to the information is limited to employees that require it and to non-employees with confidentiality obligations such as lenders, consultants, auditors, and attorneys. In addition, when such information is required to be submitted to a state regulatory authority it has been filed as confidential information, not available to the public.



- (7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties:

The redacted information in the five-year plan progress report is not available to the public, and third-party access is limited as described in (6) above.

- (8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure:

The Company requests that the extracted information be withheld from public inspection indefinitely. The information in the five-year plan progress report details the Company's most recent network upgrades in relation to its previously submitted service quality improvement plan. It may also contain upcoming planned network improvements during the five-year period ending 2019. This information would provide a very useful baseline for competitors for several years beyond that period.

- (9) Any other information that the party seeking confidential information treatment believes may be useful in assessing whether its request for confidentiality should be granted:

Exemption 4 of FOIA shields from public disclosure commercial or financial information obtained from a person that is privileged or confidential. Based on the responses provided above, the information in question satisfies this test.

Financial Annual Report

Section 3005 of FCC Form 481 requires a privately-held rate-of-return carrier receiving high cost support to attach a full and complete annual report of the company's financial condition and operations pursuant to 47 C.F.R. §54.313(f)(2). Volcano seeks confidential treatment of its financial annual report pursuant to the March 22, 2016 *Protective Order* in WC Docket Nos. 10-90 and 14-58.¹ The *Protective Order* specifically covers information filed pursuant to 47 C.F.R. §54.313(f)(2).

Volcano is providing to the Office of the Secretary, under seal, this cover letter and the Form 481 filing which includes the confidential information that is being requested to be withheld from public inspection.

Each page of the five-year service quality improvement plan progress report confidential submission bears the legend, "CONFIDENTIAL – NOT FOR PUBLIC DISCLOSURE."

¹ *Connect America Fund, ETC Annual Reports and Certifications*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 (rel. Mar. 22, 2016).

MOSS-ADAMS LLP

Each page of the financial annual report confidential submission bears the legend, "CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER BEFORE THE FEDERAL COMMUNICATIONS COMMISSION."

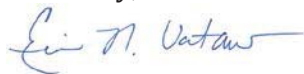
The confidential information has also been submitted to the Universal Service Administrative Company through its E-File system as attachments to the FCC Form 481.

In the filing submitted via ECFS, all pages containing confidential information bear the legend "REDACTED – FOR PUBLIC INSPECTION."

This cover letter includes no confidential information and the text is the same in both the non-redacted and redacted versions except for the confidentiality markings.

Please contact me if you have any questions.

Sincerely,



Eric Votaw, Senior Manager for
Moss Adams LLP

EV/ch

Enclosures

cc: Brenda Shepard, CFO – Volcano Telephone Company

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Ricky L McCarley
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	rickm@volcanotel.com
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no)	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

542343ca112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Yes

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(200) Service Outage Reporting (Voice)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 542343

<015>	Study Area Name	VOLCANO TEL CO
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<020>	Program Year	2017
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<030> Contact Name - Person USAC should contact regarding this data Ricky L McCarley

<035> Contact Telephone Number - Number of person identified in data line <030> 2092961435 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> rickm@volcanotel.com

<210> For the prior calendar year, were there any reportable voice service outages?

No

<220>	<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
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[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		542343ca510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

(600) Functionality in Emergency Situations Data Collection Form		REDACTED - FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	542343ca610.pdf

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
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<015>	Study Area Name	VOLCANO TEL CO
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<020> Program Year 2017

<030> Contact Name - Person USAC should contact regarding this data Ricky L McCarley

<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
-------	---	-----------------

<039> Contact Email Address - Email Address of person identified in data line <030> rickm@volcanotel.com

<701> Residential Local Service Charge Effective Date

1/1/2016

<702> Single State-wide Residential Local Service Charge

[illegible]

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(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

[illegible]

(800) Operating Companies

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<810>	Reporting Carrier	Volcano Telephone Company
<811>	Holding Company	Volcano Communications Company
<812>	Operating Company	Volcano Telephone Company

[illegible]

FCC Form 481
OMB Control No. 3060-0986 / OMB Control No. 3060-0819
July 2013

<900>	Does the filing entity offer tribal land services? (Y/N)	Yes
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CALIFORNIA VALLEY MIWOK TRIBE

542343ca920.pdf

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

[illegible]

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 542343ca1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 542343ca1030.pdf

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

542343cal210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.volcanocommunications.com/california-lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support	<input style="width: 100px; height: 20px;" type="text"/>	
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support	<input style="width: 100px; height: 20px;" type="text"/>	
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2024A>	Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 200px; height: 60px;" type="text"/>
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<input style="width: 200px; height: 60px;" type="text"/>
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	<input style="width: 200px; height: 60px;" type="text"/>
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		<input style="width: 100px; height: 20px;" type="text"/>

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	Yes - Attach Certification	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	542343ca3010.pdf
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Not Applicable - No Attachment Required	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	542343ca3017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or		<input type="checkbox"/>
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3022)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPI

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	---

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
---	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
--	--	--

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
--	--	--

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	542343
<015> Study Area Name	VOLCANO TEL CO
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035> Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Moss Adams LLP</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	<u>Moss Adams LLP</u>
Name of Reporting Carrier:	<u>VOLCANO TEL CO</u>
Signature of Authorized Officer:	<u>CERTIFIED ONLINE</u> Date: <u>06/24/2016</u>
Printed name of Authorized Officer:	<u>Brenda Shepard</u>
Title or position of Authorized Officer:	<u>Chief Financial Officer</u>
Telephone number of Authorized Officer:	<u>2092961447 ext.</u>
Study Area Code of Reporting Carrier:	<u>542343</u> Filing Due Date for this form: <u>07/01/2016</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	<u>VOLCANO TEL CO</u>
Name of Authorized Agent Firm:	<u>Moss Adams LLP</u>
Signature of Authorized Agent or Employee of Agent:	<u>CERTIFIED ONLINE</u> Date: <u>06/24/2016</u>
Name of Authorized Agent Employee:	<u>Eric Votaw</u>
Title or position of Authorized Agent or Employee of Agent	<u>Senior Manager</u>
Telephone number of Authorized Agent or Employee of Agent:	<u>2095556116 ext.</u>
Study Area Code of Reporting Carrier:	<u>542343</u> Filing Due Date for this form: <u>07/01/2016</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED - FOR PUBLIC INSPECTION

LINE 112 – Five Year Service Quality Improvement Progress Report

REDACTED FOR PUBLIC INSPECTION

Response Line 510
Volcano Telephone Company
Study Area 542343

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Volcano Telephone Company ("ILEC") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. ILEC provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. ILEC also conducts subscriber outreach regarding CPNI by placing CPNI explanation onto its website at www.volcanocommunications.com which informs subscribers about CPNI rules and other applicable customer rights and obligations. In addition ILEC trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. ILEC keeps its tariffs available for public inspection at its business offices.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) ILEC is in compliance with applicable FCC Service Quality Standards and Consumer Protection Rules. ILEC trains staff on applicable rules for broadband services issues on an annual basis. In addition ILEC has placed on its website at www.volcanocommunications.com its network practices and policies regarding FCC's Net Neutrality Rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers Broadband service in NECA Tariff #5 to Internet Service Providers ("ISP"). The Tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. Public inspection of NECA Tariff #5 can be found on NECA's website. Retail DSL rates, terms, and conditions for retail services are provided by the ISP.

Response Line 610
Volcano Telephone Company
Study Area 542343

Functionality in Emergency Situations:

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) ILEC Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations. ILEC is prepared and capable of managing traffic spikes resulting from emergency situations and has sufficient switching capabilities to handle such situations.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power that is also used to provide service to the broadband network. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute broadband traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as multiple internet backbone providers to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations.

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
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<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
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<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

[illegible]

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Ricky L McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<810>	Reporting Carrier	Volcano Telephone Company
<811>	Holding Company	Volcano Communications Company
<812>	Operating Company	Volcano Telephone Company

[illegible]

Response to Line 920
Volcano Telephone Company
Study Area 542343

Tribal Engagement

Volcano Telephone Company believes that it may have a requirement to engage with the California Valley Miwok Tribe. The California Valley Miwok Tribe is listed as a recognized tribe in the Federal Register published May 4, 2016. However, there is no contact information available.

California Valley Miwok Tribe, California
Pacific Region

Unrecognized Leader

Date Elected:

Next Election:

Last Updated 3/10/2016 4:57:00PM

Response to Line 1010
Volcano Telephone Company
Study Area 542343

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Volcano Telephone Company (“Volcano”) is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$41.07 as specified in Public Notice DA 16-362 issued on April 5, 2016. Volcano’s current total local end-user rate¹ of \$21.75 (which includes a local fee of \$20.25, mandated state fees of \$1.50) is not above the standard deviation as specified in the USF/ICC Transformation Order.²

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

² USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) “The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average.”

Response to Line 1030
Volcano Telephone Company
542343

Broadband Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (11) Volcano Telephone Company (“Volcano”) charges a residential rate of \$59.95 for broadband providing 12 Mbps download, 1 Mbps upload, and an unlimited usage allowance. This rate is lower than \$75.20, which is the 2016 reasonable comparability benchmark for the same offering established by the Wireline Competition Bureau.¹

¹ *Wireline Competition Bureau Announces Results of 2016 Urban Rate Survey for Fixed Voice and Broadband Services and Posting of Survey Data and Explanatory Notes*, Public Notice, WC Docket No. 10-90, DA 16-362 (rel. April 6, 2016).

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IMPORTANT NOTICE FROM VOLCANO TELEPHONE COMPANY REGARDING THE CALIFORNIA LIFELINE TELEPHONE PROGRAM 2016-2017 ELIGIBILITY REQUIREMENTS

Beginning July 1, 2009, new applications for the California LifeLine Telephone Program must be approved before the California LifeLine discounts are received. If you enroll in California LifeLine, you will pay the regular rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges, service conversions, and deposits for basic phone service. Once approved, you will receive a bill credit with the California LifeLine discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a credit balance of \$10.00 or more, you may request a refund check from Volcano Telephone.

California LifeLine Telephone Program (also known as "California LifeLine" or Universal LifeLine Telephone Service, "ULTS") provides discounted basic residential telephone service to eligible households. California LifeLine is a discount program of the California Public Utilities Commission (CPUC). If your household qualifies for California LifeLine you are entitled to the following:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls.	Monthly: the lower of \$6.11* or 1/2 of utility's rate for residential flat-rate local telephone service
Service Connection and Service Conversion	For initiation of telephone service, or change of class/type/grade of service	Non-recurring: the lower of \$10 or 1/2 of utility's connection/ conversion charge for residential telephone service.
Toll Blocking or Toll Restriction	Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling.	\$0
Deposit		\$0 for local telephone service

* Rates are lower for service in federally recognized tribal lands (\$1 per month), and are higher for extended-area service when services are offered by the local telephone companies. (209-293: \$6.59)

You may also qualify for a 2nd California LifeLine telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. Documentation is needed to justify the 2nd California LifeLine telephone line.

You may qualify for California LifeLine under either Method 1 Program-Based **OR** Method 2 Income-Based.

Method 1 Program-Based: you qualify for California LifeLine if you or another person in your household is enrolled in any **one** of the following public-assistance programs:

Medicaid/Medi-Cal	Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Security Income (SSI)	Federal Public Housing Assistance or Section 8
Supplemental Nutrition Assistance Program (SNAP)	Temporary Assistance for Needy Families (TANF)
CalFresh	National School Lunch's FREE Lunch Program (NSL)
Tribal TANF	Bureau of Indian Affairs General Assistance
Women, Infants and Children Program (WIC)	Head Start Income Eligible (Tribal Only)
California Work Opportunity and Responsibility to Kids (CalWORKs)	Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs)
Welfare-to-Work (WTW)	Greater Avenues for Independence (GAIN)

Method 2 Income-Based: you qualify for California LifeLine if your total household income is at or less than the California LifeLine income maximums:

Household Size	Maximum California LifeLine Yearly Income (6/01/16 through 5/31/17)
1-2 Members	\$25,900
3 Members	\$30,100
4 Members	\$36,500
	For each additional member, add \$6,400 to \$36,500

Household income is defined as all money received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, alimony and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

Income documentation is required. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation and/or workmen's compensation
- Alimony and/or child support documents
- Other official document

NEW CALIFORNIA LIFELINE CUSTOMERS: If you think you qualify for California LifeLine, please contact Volcano Telephone at 209-296-7502 or 1-888-886-5226. Volcano Telephone will contact the California LifeLine Administrator to begin the enrollment process for you. An application form with a PIN will be mailed to you in a **PINK** envelope. The application form and any required documents must be completed and returned to the California LifeLine Administrator by the due date. **DO NOT** return the form or any documents to Volcano Telephone. You may choose to apply online at www.californialifeline.com using your PIN or to send your application response by mail. Your application must be approved before you receive the California LifeLine discounts. You will be billed our regular residential rates until you are approved. As soon as the Administrator notifies Volcano Telephone that you have been approved, we will credit your account for the difference between the regular rates and California LifeLine discounted rates for basic service. If the credit results in your next bill having a credit balance of \$10.00 or more, you may request a refund by check from Volcano Telephone.

EXISTING CALIFORNIA LIFELINE CUSTOMERS: If you are an existing California LifeLine customer, you will need to renew your participation annually. You may choose to continue your California LifeLine enrollment under Method 1 Program-Based or Method 2 Income-Based eligibility. About two months prior to your renewal anniversary, a renewal form in a **PINK** envelope will be mailed to you directly from the Administrator, not from Volcano Telephone. You can renew online at www.californialifeline.com using your PIN or complete, sign, and return the form and any required documents to the Administrator by the due date. If you have questions about your next renewal, call the Administrator toll-free at 1-877-858-7463 or TTY 1-888-858-7889 from 7:00 AM to 7:00 PM on regular business days. For more information, you may also visit www.californialifeline.com.

Eligibility Audit: The Administrator may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from California LifeLine and billed for previous California LifeLine discounts that you should not have received.

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LINE 3017– RUS Annual Report

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